National Handloom Development Corporation Limited
(A Government of India Undertaking)
Registered office:
4th Floor, Wegmans Business Park, tower 1, Plot No. 3,
Sector Knowledge Park – 3, Surajpur Kasna road,
Greater Noida – 201 306

Tender document

For

'Procurement of 02 Nos of Advance Life Support Ambulance"

TENDER DOCUMENT
PROCUREMENT OF 02NOSOF ADVANCED LIFE SUPPORT (ALS) AMBULANCE, FULLYLOADED WITH MEDICAL EQUIPMENT, FOR, CHANDEL (MANIPUR)&BALANGIR (ODHISA)

Estimated Budget of Tender	**Rs. 40 Lacs (approx.)**
Date of Publishing	**02nd Nov. 2018**
Pre-Bid Meeting on this Tender:	**14th Nov. 2018**
Last Date of Submission of Tender:	**23rd Nov. 2018**
Date of Opening of Tender:	**26th Nov. 2018**
Place of Enquiry on Tender:	**NHDC, Gr. Noida**
Place of Opening of Tender:	**NHDC, Gr. Noida**

Disclaimer

1. This document is neither an agreement nor an offer by National Handloom Development Corporation Ltd (hereinafter referred to as NHDC/Authority) to the prospective Applicants or any other person. The purpose of this TENDER is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this TENDER.
2. NHDC does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this TENDER document and it is not possible for NHDC to consider particular needs of each party who reads or uses this TENDER document. This TENDER includes statements which reflect various assumptions and assessments arrived at by NHDC in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. Each prospective Applicant should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this TENDER document and obtain independent advice from appropriate sources.
3. NHDC will not have any liability to any prospective Applicant/ Firm/ or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this TENDER document, any matter deemed to form part of this TENDER document, the award of the Assignment, the information and any other information supplied by or on behalf of NHDC or their employees, any Advertising agency or otherwise arising in any way from the selection process for the Assignment. NHDC will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon any statements contained in this TENDER.
4. NHDC will not be responsible for any delay in receiving the proposals. The issue of this TENDER does not imply that NHDC is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the services and NHDC reserves the right to accept/reject any or all of proposals submitted in response to this TENDER document at

any stage without assigning any reasons whatsoever. NHDC also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the TENDER Application.

5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. NHDC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

6. NHDC reserves the right to change/ modify/ amend any or all provisions of this TENDER document. Such revisions to the TENDER / amended TENDER will be made available on the website of NHDC.

Ref No: NHDC/AMBULANCE/001/2018-19/001

National Handloom Development Corporation Ltd,
4th Floor, Wegmans Business Park,Tower 1,
Sector Knowledge Park – 3,Surajpur Kasna Road,
Greater Noida – 201306

Notice Inviting E-Tender

1. National Handloom Development Corporation Ltd (NHDC), a Govt. of India Undertaking, Ministry of Textile, invites online bids through two stages (Technical Bid and Financial Bid) against TENDER for Procurement of 02 nos of Advanced Life Support ambulance".

2. The tender document may be downloaded from www.nhdc.org.in (for reference only) and CPPP site https://eprocure.gov.in/eprocure/app as per the schedule as given in CRITICAL DATE SHEET as under.

CRITICAL DATE SHEET

1	Published Date	02/11/2018 at 1200 hrs
2	Bid Document Download Start Date and Time	02/11/2018 at 1230 hrs
3	Pre-Bid Meeting	14/11/2018 at 1500 hrs
4	Bid Submission Start Date	16/11/2018 at 1700 hrs
5	Bid Submission End Date and Time	23/11/2018 at 1800 hrs
6	Bid Opening Date and Time	26/11/2018 at 1500 hrs

3. Bids shall be submitted online only at CPPP website: https://eprocure.gov.in/eprocure/app. Contractors/Bidders are advised to follow the instructions provided in the "Instructions to the Contractors/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at https://eprocure.gov.in/eprocure/app" in the Annex **VI.** Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. Bidders shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing

business with Office of Development Commissioner for Handlooms .

5. Intending bidders are advised to visit National Handloom development Corporation's website www.nhdc.org.in and **CPPP site https://eprocure.gov.in/eprocure/app** regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

6. EMD and Bid document cost:

Cost of Bid document	INR 5,000 (Indian Rupees Five Thousand only) in the form of DD from a Nationalized bank in India and drawn in favour of National Handloom development Corporation Ltd, Greater Noida.
Earnest money deposit	INR 5, 00,000 (Indian Rupees of Five Lakh only) in the form of DD or BG from a Nationalized bank in India and drawn in favour of National Handloom development Corporation Ltd, Greater Noida.

7. If the EMD is submitted through BG, the minimum validity date of the BG should be 120 (one hundred twenty) days from the last date of submission of the bids. The Hard Copy of original instruments in respect of EMD and bid document cost must be delivered to the address given below on or before bid submission end date/time as mentioned in the critical date sheet. Bids not accompanied with EMD and bid document cost is liable to be rejected. The bid document fee shall be nonrefundable. NSIC/MSME/DIC registered agencies are exempted for EMD and bid document fee.

National Handloom Development Corporation,
Wegmans Business Park, Tower 1, 4th Floor,
Sector Knowledge Park – 3, Surajpur Kasna Road,
Greater Noida – 201306

8. Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet. After online opening of Techno Functional Compliance / Eligibility the results of their qualification as well Financial Bid opening will be intimated later.

9. Submission of Bids:

The bids shall be submitted online in two parts, viz., Technical Bid and Financial Bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

9.1 **Cover – I** Fee/Eligibility Criterion (Check list):

The following documents are to be self-attested and furnished by the Bidder along with

Fee/EMD as per the bid document (As applicable):

a) Scanned Copy of all document of Eligibility Criterion (Technical Bid) and document required to be attached online as per **Annex II**
b) Scanned copy of document as a proof for payment of EMD and copy of bid document cost.

9.2 **Cover – II** Financial Bid (Check list):

The following documents are to be self-attested and furnished by the Bidder as a part of Financial Bid as per the bid document (As applicable):

a) Scanned copy of Financial Bid of Tender document as per **Annex III**.

Introduction:

National Handloom Development Corporation Limited (NHDC) was set up in February 1983 as a Public Sector Undertaking by the Government of India as an autonomous body under the Companies Act 1956 in pursuance of the imperative need for a National Level Agency to assist the speedy development of the Handloom Sector by coordinating all action covering the procurement and supply of inputs at reasonable prices augmenting the marketing efforts of State upgrading the technology in the Handloom Sector & improving productivity.

We will be pleased to receive your most competitive offer for "**Procurement of 02 No. Advanced Life Support (ALS) Ambulance fully loaded with Medical Equipment"** as per the details enclosed. Your quoted rates shall be inclusive of all applicable taxes, duties, freight etc. and shall remain firm till completion of work. Your offer for 'procurement of 02 no Advanced Life Support (ALS) Ambulance fully load with Medical Equipment' shall be valid for a minimum period of 90 days.

1. COST OF BIDDING

The Bidder shall bear all the costs associated with the preparation and submission of its bid and NHDC, hereinafter referred to as the purchaser, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of its bid without any further reference to the bidder. Bidder should strictly submit the bid as per TENDER failing which bid will be rejected as non-responsive.

3. LANGUAGE OF BIDS

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and NHDC, shall be written in English.

4. AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the last Date and Time for submission of bids, NHDC may, for any reason, modify the Bidding Documents through amendments at the sole discretion of the NHDC. All amendments shall be uploaded on the NHDC websites (www.nhdc.org.in) and will be binding on all who are interested in bidding. In order to provide prospective Bidders a reasonable time to

take the amendment if any, into account in preparing their bid, NHDC may, at its discretion, extend the deadline for submission of bids.

5. CONTACTING THE PURCHASER

Any effort by a bidder to influence the Purchaser in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Purchaser's decision will be final and without prejudice and will be binding on all parties.

6. PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The purchaser reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidder's about the grounds for the purchaser's action. The purchaser reserves the right to accept or reject any technology proposed by the vendor. The purchaser reserves the right to select more than one vendor keeping in view its large requirements.

7. MODIFICATION AND WITHDRAWAL

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

8. REVELATION OF PRICES

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

9. CLARIFICATIONS OF BIDS

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

10. BID EARNEST MONEY

Bidder has to submit the Bid Earnest Money of INR 5,00,000/- either through BG / Demand Draft. Bids received without EMD shall be summarily rejected. EMD of un-successful bidders will be returned on completion of rate approval process without interest liability whereas EMD of successful bidder will be returned on submission of the Performance Bank Guarantee.

11. LATE BIDS

Any bid received by the Purchaser after the deadline for submission of bid will be rejected and/or returned unopened to the Bidder.

12. OPENING OF BIDS

All the bids will be opened at the date, time and locations mentioned in tender schedule. The technical bids will be opened in the presence of representatives of the bidders who choose to attend.

13. PERIOD OF VALIDITY

Bids shall remain valid for a period of minimum 6 months from the date of bid submission prescribed by NHDC. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

14. BID CURRENCY

The Prices in the bid document shall be expressed in Indian Rupees (INR) only.

15. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts:

1. Technical Bid
2. Financial bid

The bidders will have to submit the technical as well as the Financial bid through NIC e-Procurement System only.

16. PRE-BID MEETING

National Handloom Development Corporation shall organise a Pre-Bid Conference on 14/11/2018 at 1500 Hrs in the office of NHDC Registered office, 4th floor, Wegmans Business Park, Near LG chowk, Greater Noida, UP. Bidders are free to raise their queries during the meeting and responses will be conveyed to all the prospective bidders by way of hosting amendments/ clarifications on the websites at tender@nhdc.org.in and in accordance with the TENDER.

Queries can be sent to Email: tender@nhdc.org.in/0120-2329600.

17. BID OPENING AND EVALUATION

In the event of the specified date of bid opening being declared a holiday for purchaser, the bids shall be opened at the specified time and place on next working day. In the first stage, only TECHNICAL BID will be opened and evaluated. Those bidders satisfying the technical

requirements as determined and accepting the terms and conditions of this document shall be short-listed. In the second stage, the FINANCIAL BID of only those bidders, whose technical bids are short-listed, will be opened. Technically qualified Bidder, who quotes the lowest rate, shall be treated as L1 and the same (L1) will be awarded the contract.

The Purchaser reserves the right to accept or reject any bid (at any stage) submitted by the bidder without assigning any reason thereof. Decision of the Purchaser in this regard shall be final and binding on all the bidders.

18. RESOLUTION AND DISPUTES

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same shall be resolved exclusively by arbitration and such dispute shall be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Greater Noida/NCR and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or amendment thereof.

The arbitrators shall hold their sittings at Greater Noida/NCR. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at New Delhi alone shall have the exclusive jurisdiction in respect of all matters connected with the Contract/Agreement.

This document and services hereunder shall be governed by and construed and enforced in accordance with the Laws of India and only the courts in New Delhi shall have exclusive jurisdiction for any dispute arising out of as in relation to this tender.

19. PERFORMANCE BANK GUARANTEE

The successful bidder has to submit the Performance Bank Guarantee, detailed as under: Performance Bank Guarantee will be 10% of Contractual value and shall be submitted by the L-1 approved vendor. In case vendor fails to perform the contract, NHDC shall invoke the Bank Performance Guarantee to recover penalty/damages. EMD Money of un-successful bidders will be returned on completion of rate approval process without interest liability whereas EMD of successful bidder will be returned on submission of the Performance Bank Guarantee.

20. SIGNING OF CONTRACT

The successful bidder(s) shall be required to enter into a rate contract with NHDC, within 15 days of the award of the tender or within such extended period as may be specified, on the basis

of the Tender Document, the Tender of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by NHDC to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in the Agreement to be signed at the time of execution of the Form of Contract. The rate contract will be valid till the completion of work order, unless terminated by NHDC before due date.

21. USE OF CONTRACT DOCUMENTS AND INFORMATION

The supplier shall not, without the purchaser's prior written consent, make use of any document or information provided by Supplier in Bid document or otherwise except for purposes of performing contract.

22. USE OF CONTRACT DOCUMENTS AND INFORMATION

The supplier shall not, without the purchaser's prior written consent, make use of any document or information provided by Supplier in Bid document or otherwise except for purposes of performing contract.

23. DELAYS IN THE SUPPLIER'S PERFORMANCE

Delivery of the goods shall be made by the supplier in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

24. INSPECTION AND QUALITY CONTROL TEST

NHDC reserves the right to carry out pre-shipment inspection by a team of its officials.

25. TERMINATION OF CONTRACT

NHDC shall be under no obligation to accept any offer received in response to this TENDER and shall be entitled to reject any or all offers without assigning any reason whatsoever and without any cost or compensation therefor. NHDC has the right to re-issue the TENDER. NHDC reserves the right to make any change in the terms and conditions of purchase during the process that will be informed to all Transporters. NHDC will not be obliged to meet and have discussions with any Transporter, and/or to listen to any representations once their offer is rejected. Any decision of NHDC in this regard shall be final, conclusive and binding upon the Bidders.

26. FORCE MAJEURE

If at any time the performance, in whole or in part, by either of any obligation under the contract, shall be prevented or delayed by reasons of any war or hostility, acts of public enemy, civil

commotion, sabotage, fire, flood, explosion, epidemic, quarantine restriction, strikes, or acts of god (hereinafter referred to as events), provided notice of happening of any such eventuality is given by either party to the other within 21 days from the date of occurrence of the event, party shall by reasons of such event, be entitled to determine the contract arising out of the contract nor shall either party have any claim for damages against the other in respect of such event. Obligations arising out of this contract shall resume after the event or events have come to an end or ceased to exist. The decision of NHDC as to whether such event or events have come to an end or ceased to exist or whether deliveries of the equipment by the Service Provider have been resumed or not shall be final and conclusive. Provided both the parties may at their option terminate their obligations under the contract and thereupon NHDC shall be at liberty to take over from the Service Provider all the works at a price to be fixed by NHDC, which shall be final, and the Service Provider shall refund forthwith the amount paid to him by NHDC.

27.ACCEPTANCE OF ORDER: NHDC has a right to cancel the order if the same is not accepted within a period of 7 days from the date of the order.

28. DELIVERY TIME: Maximum 01 months from date of issue of Award Letter.

29. DELIVERY PLACE: Vehicle alongwith registration as per all the applicable laws and practices followed for ambulance (ALS) services should be delivered at following places:

- One Ambulance to be delivered and registered at Chandel (Manipur)
- One Ambulance to be delivered and registered at Balangir (Odhisa)

30. PAYMENT TERMS:
NHDC will not pay any advance payment, all payment will be made on actual work done and approved by NHDC, after full and satisfactory completion of job.

"90% payments shall be made after receipt of Advanced Life Support Ambulance and its inspection report by **NHDC** for the purpose. Balance Payment of **10%** shall be made after successful operation of the ambulance and allied equipment after **three months".**

31. PENALTY
If the delivery (Fully equipped vehicle) is not affected on due date, the **"NHDC"** will have the right to impose penalty of the total cost of the supply order as under:

In case of any delay in delivery of Ambulance fully loaded with Medical Equipment within the period stipulated in the supply order, ***liquidated damages*** *at the rate of 0.50% of the order value per day of delay or part thereof, subject to a maximum of 5% of the order value shall be recovered from the party.*

Annex 1

Scope of work

1. Base Vehicle for Advanced Life Support (ALS) Ambulance:

The required vendor should meet the following specification regarding the procurement of ambulance:

1.1 Engine: Diesel, 4 Cylinder, 4 strokes, direct Injection/ Turbo Charged Inter cooled
1.2 Emission Norms: BS IV
1.3 Maximum Output: Minimum 80.4 HP @ 3200 RPM
1.4 Transmission: Manual
1.5 Drive: Rear Wheel Drive
1.6 Wheel Base: 3350 mm
1.7 Tyres: 7.00X15or 215R15
1.8 Axles: Front: Dead rigid Beam, Rear: Live Rigid
1.9 Dimensions (Patient Cabin):
Minimum Length: 3200 mm +/- 10%
Minimum Width: 1700 mm +/- 10%
Minimum Height: 1900 mm +/- 10%.

1.10 Body &Chassis: Integrated type
1.11 Ground Clearance: 190 mm Minimum
1.12 GVW: 3.0T Minimum
1.13 Suspension: (Front suspension): Parabolic Leaf Spring with Hydraulic Telescopic Shock Absorbers & Anti Roll bar, (Rear Suspension): Parabolic Leaf Spring with Hydraulic Telescopic Shock Absorbers

1.14 I) **Rear Door**: Centrally Divided rear doors on high quality steel hinges ensuring 180 Degree opening for both the doors. Both the rear doors should be provided with fixed windows made from toughened glass approved for automotive use.
1.15 **Warranty Terms:** Minimum 03 years or 3 Lac KM as per standard terms of the vehicle manufacturer
1.16 **Free Services**: 12 Free services excluding the cost of the consumables
1.17 **Color:** The Color shall be notified at the time of fabrication stage, concerning the painted color of the ambulance vehicle.
1.18 **Branding/ Stickering:**The supplier of the vehicle shall provide the branding/ stickering as per approved design provided by NHDC. The design will bear the ambulance ensign and IEC material printed on vinyl film of good quality.

1.18 **Emblems and Markings:** All items in this section shall be of reflective quality and in contrasting color to the exterior painted surface of the ambulance. Emblems and markingsshall be of the type, size and location as follows:

a. **Front:** The word "AMBULANCE", shall be in mirror image (reverse reading) for mirror identification by drivers ahead,

b. **Side:** Each side of the patient compartment shall the name of “National Handloom development corporation ltd” shall be of lettering not less than 8 cm in height.

c. **Rear:** The word "AMBULANCE",.

2. Patient Compartment

2.1 Cabin Conversion

1.1.1 Complete interior paneling of the sidewalls, both sides of the partition wall between patient cabin and driver cabin, roof (of both patient and driver cabin) & back door panels should made from polymethyl Methacrylate - Acrylonitrile Butadiene Styrene (PMMA ABS) Sheets. The PMMA ABS should be in semi-gloss/ matt finish and should be of high impact resistant and stiff ABS with a top layer of high- gloss, stress cracking resistant PMMA. The ABS sheets should be co-extruded and UV protected and should not be from recycled ABS sheets. The heat resistance of the sheets measured based on ISO 306B should be 94 ^{0}C to 100 ^{0}C. The panels must be suitably formed using the appropriate technology so that the match to the contour of the vehicle and looks aesthetically pleasing.

1.1.2 The complete interior should be edgeless and suitable for easy cleaning / scientific fumigation / treatment of disinfectants.

1.1.3 The panels must be suitably formed to match to the contour of the vehicle and looks aesthetically pleasing.

1.1.4 The panels for each of the surfaces should be produced as one single without any joints either along the length or the width of the panels.

1.1.5 The minimum thickness at any point of the panels should not be less than 2 mm.

1.1.6 The ceiling, both the side-walls, both sides of the partition wall should be produced in one single piece matching to the dimension of the patient compartment dimension of the ambulance.

1.1.7 The interiors should have reinforced fixtures for holding medical, communication and extrication equipments.

1.1.8 Partition wall between patient & driver cabin with sliding glass window having lock. The window should be made up of extruded aluminum profile in rounded rectangular shape (all the corner edges are curve so that there are no sharp corner edges along the window frame). There should be only one joint in the frame and the inner profiles must have synthetic sliders for smooth movement of the glass panes. The sliding glass should be of toughened glass as needed for automobile applications.

1.2 Flooring

1.2.1 The flooring should be made up of min. 12mm. thick marine grade ply, rigidly bolted the steel base plate of the base vehicle construction.

1.2.2 On the top of the ply layer the floor should be coated with 3-4 mm thick solvent free, two components Polyurethane based top layer for highest class of hygiene for all the corner and angle joints, clean ability, anti skid and impervious to disinfectants.

1.2.3 The floor should be finished in mosaic finish with colored chips embedded to the flooring to break the monotony of look and add to the aesthetics of the floor.

1.2.4 The floor should be properly cured to ensure the right strength and finish

1.2.5 After complete drying core layer should be further coated with a minimum two layers of transparent anti-scratch layer to ensure longer life of the floor against heavy dirt and scratches.

1.2.6 The floor must withstand a distributed load of minimum 150Kg/m^2.

2.3 Seats

EMT / Doctor Seat

2.3.1 There should be a rear mounted foldable base EMT / Doctor seat as per the specifications below:-

The seat should have two foldable arm rests. When unfolded for sitting the backrest should offer a soothing angle (more than 95 degree) to the base offering optimum comfort and safety to the occupants, who sits in directions not in line with the movement of the vehicle. The back rest (without the head rest included) should be minimum 525 mm. in height. The seat should have an adjustable headrest and retractable seat belt. The seat should be aesthetically pleasing and ergonomically well designed. The seat base should be padded at least 450 mm wide and 350 mm. in depth and have the largest padded backrest with contoured support for the back. Padding should be furnished with polyester urethane foam of a medium to firm density and should be minimum 60 mm. on the base, backrest and headrest (at the thickest cross section of the head rest the headrest may be contoured to the lateral ends). Padding should provide ultimate comfort to the occupants. The upholstery should be of leather-match vinyl / polyurethanes / leatherette color in dark colors matching the interior color of the ambulance. The padding and upholstery should be fire retarded. Additionally the upholstery should be non-absorbent, washable and impervious to disinfectants. The seat should be fully foldable and rear mounted providing complete clean floor below the base without any framework for fixation.

2.3.2 Attendant Seats

There should be two attendant seats for the attendants on the co-driver side in the patient cabin. These seats should be single pivot point base mounted chairs with complete clean floor below the base without any framework for fixation. The seats should have integrated revolving mechanism by which these can be turned from facing the patient stretcher to the front of the vehicle with a single activation of the revolving control. This would enhance the safety of the occupants to align their position from a side way sitting to a front facing seating the ideal position in a moving ambulance. The seat should be completely foldable. The backrest should have integrated headrest means it should be tall enough beyond the shoulder

level in the sitting position. The seats should have retractable seat belts and foldable armrest. The seats should be aesthetically pleasing and ergonomically well designed. The seat base and backrest should be padded at least 440mm wide and have the largest padded backrest with contoured support for the back. The base should be at least 400 mm. in depth. Padding should be furnished with polyester urethane foam of a medium to firm density. Padding should provide ultimate comfort to the occupants. The upholstery should be of leather-match vinyl / polyurethanes / leatherette color in dark colors matching the interior color of the ambulance. The padding and upholstery should be fire retarded. Additionally the upholstery should be non-absorbent, washable in impervious to disinfectants.

2.4 Internal Storage compartments

2.4.1 All the internal storage compartments, surfaces and space provisions should be made to accommodate / fix the various medical life saving medical devices, trauma equipment for transportation and immobilization, medical glassware, medical disposables and consumables, fresh and dirty linens, infusion bottles, drugs, accessories, wastes, documents, records, files etc. as per requirement in the ambulances.

2.4.2 The storing consoles must designed keeping in consideration various storing requirements in an ambulance.

2.4.3 The patient compartment should be provided with storing console at the head end of the patient integrated to the partition wall of the driver cabin and patient cabin and overhead storing compartments on the driver side of the patient compartment along the roof.

2.4.4 All storage compartments should be aesthetically and ergonomically well designed.

2.4.5 To preclude injury in the event of an accident all cabinet will be firmly anchored / fixed to the base structure of the ambulance.

2.4.6 Storage cabinets, drawers and kits should be easily open-able but should never ever open during transit on account of the vehicle movement.

2.4.7 The overhead rack should be made from the same grade of material as the interior panels for the patient compartment and should be seamlessly finished to the sidewalls and ceiling.

2.4.8 The overhead rack should have two sliding glass window having lock for access from the front. The window should be made up of extruded aluminum profile in rounded rectangular shape (all the corner edges are curve so that there are no sharp corner edges along the window frame). There should be only one joint in the frame and the inner profiles must have synthetic sliders for smooth movement of the glass panes. The sliding glass should be of toughened glass as needed for automobile applications.

2.4.9 The head-end storing console should be produced from double side laminated moisture resistant plywood. The top surface of the head-end storing console should be made from the same grade of material as the interior panels or seamless mineral composites or acrylic / anti-bacterial plastic of minimum 3mm. thickness for the patient compartment and should be seamlessly finished to the side walls and the partition wall.

2.4.10 all the edges / joints / exposed surfaces should be appropriately finished to ensure that there are no sharp edges.

2.4.11 Storage compartments should be divided into various sections according to the different varieties of the medical items to be stored in it.

2.4.12 all the sliding as well as open-able doors should be provided with self-locking press type knobs. The locks should be push to lock and push to open type.

2.4.13 There should be no key type locks used anywhere in the internal furniture.
2.4.14 All the vertical flap doors with opening towards the topside should be latched at its fully open position using adequate capacity pneumatic lifters at both the horizontal ends to ensure proper load distribution of the door.
2.4.15 All the vertical flap doors with opening towards the bottom side will be latched at its fully open position using adequate capacity roller / friction / pneumatic supports at both ends to ensure proper load distribution of the door.

2.5 Wash Basin

2.5.1 The internal furniture layout must include a washbasin made up of same material as the top surface of the head end storing console / SS material matching to the color of the furniture.
2.5.2 The water tap of the washbasin should be operated with a foot / elbow switch at a convenient and safe place around the washbasin area, so that it is easy for the users to activate the switch and get water flow.
2.5.3 The tap should be operated using a submersible 12V DC IP classified water pump placed inside the water tank.
2.5.4 The capacity of the water tank as well as the waste water tank should be at least 20L.

2.6 AC System

2.6.1 The patient compartment must be provided with an engine driven air conditioning system of adequate capacity matching to the total heat load of the patient compartment when fully occupied and the patient loaded.
2.6.2 The compressor should be engine mounted and engine run.
2.6.3 All hoses should be machine crimped to avoid the leakages.
2.6.4 AC system should be certified for passenger vehicle usage.
2.6.5 Both the patient compartment as well as the driver cabin should be air conditioned.

2.7 Electrical

2.7.1 There must be adequate internal and external light matching to the requirements of an ambulance for the various purposes.
2.7.2 There must be Indian standard AC electrical sockets inside the patient compartment for connecting AC operated electrical gadgets.
2.7.3 There must be a weatherproof heavy duty external charging socket as well at an easily accessible position.
2.7.4 There must be emergency light bar cum siren and speaker system on the top at the front.
2.7.5 There should be side flashers and external lighting arrangements for evacuation in dark situations.
2.7.6 There should be integrated inverter system of at least 800VA as well.

2.8 Fire Extinguisher

2.8.1 The ambulance should be equipped with two fire extinguishers of 0.5 Kg capacity each.
2.8.2 The fire extinguisher should be secured in a bracket and located in full view and in an accessible place.

2.8.3 The fire extinguisher should bear a label of ISI / CE / UL/ NFPA showing a rating of 2 BC.
2.8.4 One fire extinguisher should be placed in the driver cabin and one inside the patient compartment.

2.9 Oxygen Supply System

2.9.1 The primary components of the oxygen supply system should comprise of:
2.9.1.1 Cylinder Fixture
2.9.1.2 Manifold Block
2.9.1.3 High Pressure Connecting Hose
2.9.1.4 Line Pressure Connecting Hose
2.9.1.5 Oxygen Status Display Panel
2.9.1.6 Oxygen Distribution Block
2.9.2 The facility to be provided for two nos. of 7M3 gas capacity (46.7L Water Capacity). High pressure oxygen cylinders manufactured as per IS: 7285, BIS-certified and approved by the Chief Controller of Explosives, Government of India, Nagpur.
2.9.3 The scope of supply should include the oxygen cylinders filled with gas.
2.9.4 The facility provided should be for cylinders fitted with bull-nose 5/8" BSP RH (f) outlet valve as per IS: 3224, BIS-certified. The seal should be by direct contact between the bull-nose connector of the high pressure hose (from the manifold block) and the cylinder valve.
2.9.5 The cylinders should be fastened to a special sliding platform to rigidly fix the cylinders in the horizontal position ensuring that the cylinder is absolutely safe all the time it is inside the ambulance.
2.9.6 The fastening points should preferably be easy and fast to open and close to replace cylinders.
2.9.7 The number of fixing points should be optimum (minimum two) as per the length of the cylinder.
2.9.8 The oxygen manifold block should comprise of two double-stage high-pressure regulators and a manual valve to switch from one regulator to the other in case there is failure of the regulator in operation.
2.9.9 The high-pressure regulator should be intended for reducing the cylinder pressure to the intermediate pressure level suitable for feeding to the medical oxygen terminal outlets as well as other inhalation and respiratory equipments in the ambulance.
2.9.10 there should be three windows digital status display panel indicating the pressure level of the duty oxygen cylinder, stand by oxygen cylinder as well as the line pressure level in the three separate windows.
2.9.11 the outlet of the high-pressure regulator should be connected to the terminal outlet block inside the patient compartment using high pressure flexible medical gas hoses. This should hose and should be crimped to the connectors at both end (outlet of high-pressure regulator and inlet of terminal outlet block assembly) using crimping ferrules.
2.9.12 The patient compartment must have an oxygen distribution block having three oxygen outlets, connected in parallel through one common feeding port.
2.9.13 the terminal outlets as well as the digital status display panel should comply with ISO 9170-1:2008 standards for medical gas supplies as well as medical device directives 93/42/EEC.

2.9.14 the outlets must have two completely distinguishable parking and operating positions. Both the parking and operating positions should have the facility of unlocking by means actuators.
2.9.15 the terminal outlets should operate at the standard distribution pressure level corresponding to the outlet pressure of the high-pressure regulator, which are 4 - 5 bars.
2.9.16 the terminal outlet should be in all metal (non-ferrous grade preferably brass, aluminum and stainless steel) construction, appropriately nickel or chrome plated or anodized in matt finish.
2.9.17 it must be possible to operate the outlets in one hand for the purpose of coupling and decoupling.
2.9.18 the terminal outlets should consist of a gas-specific basic block and a socket unit screwed with each other.
2.9.19 the gas specific basic block should be fitted with a non-return and service valve. The non-return valve should open up when the gas specific probe for the terminal outlet is inserted to the terminal outlet and it should close automatically when the probe is removed.
2.9.20 the servicing valve should be able to screw to the connecting thread in the rear part of the basic block there by interrupting the gas supply to the terminal block entirely. Thus ensuring a separate and gas tight shut-off of the terminal for any servicing work.
2.9.21 the gas specific socket unit must have gas specific geometrical profile so that only the gas specific probe can be plugged into the terminal outlets.
2.9.22 All the wear and tear parts (like o-rings seals) should be combined in one single sub-assembly group inside the terminal outlet, so that these can be replaced easily by removing one easy fix and remove sub-assembly. The total number of o-ring seals in the entire terminal outlet assembly should be as less as possible but in any case should not be more than three maximum.
2.9.23 all the sub-assemblies of the terminal unit should be clearly marked with the type of service (in this case oxygen) it is intended for use.
2.9.24 The actuator should be clearly marked with the type of service it is intended for (in this case oxygen)as well as a colored collar specific to the type of gas as per ISO 91701:2008. The terminal outlets as well as the digital status display panel must be manufactured in an ISO 13485 certified facility.

3 Ambulance Equipment

3.1 Roll-in Patient Stretcher cum Trolley

3.1.1 The stretcher main framework should be fully devoid of any welding. The legs of the stretcher should not have any welding along its complete length.
3.1.2 The base fame should be modeled to consent more comfortable and effective operations on the patient.
3.1.3 The wheels must have diameter of minimum 200 mm, and should be made from plastic tyre compound to optimize bump absorption.
3.1.4 The backrest should be infinitely adjustable having pneumatic shock-absorbers and not with fixed point adjustments.
3.1.5 The stretcher must have two distinct fully folded and fully unfolded positions.
3.1.6 It should be possible to use the trolley as a stretcher with completely folded legs and unfolding of the legs deactivated temporarily if required so under certain evacuation requirements.

3.1.7 The stretcher must be supplied with its own fixture to rigidly fix the stretcher to the floor of the ambulance.
3.1.8 The fixture should be an integrated loading platform with three point anchorage activated automatically once the stretcher slides into position and all the three anchorage points deactivated by single latch when the stretcher to be released from the fixation platform. The locking of the stretcher should be fully automatic without any manual intervention or activation of any locks or latches. The unlocking of the stretcher should be possible with one hand.
3.1.9 The loading and unloading of the stretcher should be completely seamless and the loading wheels should not roll on the floor of the ambulance directly with the possibility to damage the floor.
3.1.10 The loading platform at 3.1.8 should have an integrated foldable flap to guide the stretcher in and out of the ambulance without any part of the stretcher (including the legs) striking any part of the ambulance body including the rear footstep.
3.1.11 the loading platform should have integrated space in it to firmly accommodate a full body length spine board or even a scoop stretcher inside it for ergonomic storing.
3.1.12 Once the loading is completed the foldable flap of the loading platform should be lifted and remain firmly in position not getting inadvertently opened when the vehicle is in move. This should be supported with pneumatic lifters.
3.1.13 The fixture should be manufactured as an original equipment accessory by the stretcher manufacturer complying with the same standards as that of the stretcher.
3.1.14 the stretcher should be made from high grade aluminum and should not be more than 40 Kg. in weight.
3.1.15 the stretcher must comply with Medical Device Directives (93/42/EEC) having the CE mark along with the four-digit code from the certifying agency.
3.1.16 the device must comply with EN 1789 standards
3.1.17 the device must be manufactured in an ISO 13485 certified facility.

3.2 Universal Head Immobilizer
3.2.1 The universal head immobilizer must ensure optimum head immobilization to trauma patients.
3.2.2 The immobilizer must have integrated universal belts for fixation with spine boards thereby allowing transportation of patients in critical conditions during long and uncomfortable journeys as well.
3.2.3 The immobilizer should have physiological shape supporting the brain and avoiding as much as possible further compression of cranium and completing the immobilization the rachis through the cervical collar.
3.2.4 The unit should comprise of two mono block shells made of a soft plastic and a base.
3.2.5 The mono block shells should be impermeable and should avoid absorption of any organic liquid (blood, vomit, mucous) and should be free from any seams and should have optimum thick protective film.
3.2.6 The mono block shells should not get damaged by routinely used chemical substances or solvents in the ambulance and should remain soft in varying temperature conditions.
3.2.7 The mono block shells should be positioned on the base using wide and stable Velcro system sewn to the base.

3.2.8 Both the mono block shells must have through holes allowing inspection of the aural pavilion also permitting verification of any loss of blood or liquids.
3.2.9 The holes also generously accommodate the aural pavilion there by allowing the rescuer to communicate with the patient.
3.2.10 the base should be able to accommodate two types of mono blocks for adult and pediatric patients by just removing an additional cushion in the centre of the base.
3.2.11 the device must comply with Medical Device Directives (93/42/EEC) having the CE mark along with the four-digit code from the certifying agency.
3.2.12 the device must be manufactured in an ISO 13485 certified facility.
3.2.13 Cervical Collar (hard) with option to adjust height
3.2.14 Splitins with velcro, various sizes for upper Limb and lower limb.

3.3 Oxygen Flow-meter
3.3.1 The oxygen flow-meter should be fully compatible to the oxygen terminal outlets. These must be direct mounted and operated by oxygen supply inside the ambulance.
3.3.2 The adaptors of the oxygen flow-meters should comply with the DIN-13260-2.
3.3.3 The flow tube should be calibrated in the range of 0 to 15 litres per minute.
3.3.4 The flow tube must be calibrated in dual scale thereby allowing precision settings in low flow ranges as well.
3.3.5 The ultra accurate flow tubes must have extra accuracy in low flow ranges thereby ensuring high clinical efficiency to the end users.
3.3.6 The tubes should have accuracy not exceeding +/- 0.05 LPM for flow in the range of 1 LPM.
3.3.7 The Flow-meter body should be made of high quality chrome plated brass.
3.3.8 Both the inner and outer tubes should be made from special clear and impact resistant high-grade polycarbonate.
3.3.9 The float be made up of stainless steel and should rest on chrome plated solid brass, vitone rubber and plastic.
3.3.10 the humidifier must ensure moderate relative humidity to the breathing oxygen.
3.3.11 Bubble humidifier with porous diffuser should be designed to increase the humidity level with minimal noise.
3.3.12 the humidifier should be reusable and auto-claveable till 130 degree C and made of Polycarbonate.
3.3.13 the oxygen outlet should have integrated outlet Probes complying to DIN-13260-2 made up of stainless steel and manufactured as an original OEM either by the terminal outlet manufacturer or the oxygen flow meter manufacturer.
3.3.14 the scope of supply should include insufflation kits and nasal prongs.
3.3.15 the device must comply with Medical Device Directives (93/42/EEC) having the CE mark along with the four-digit code from the certifying agency.
3.3.16 the device must comply to the latest international standard ISO 15002:2008.
3.3.17 the device must be manufactured in an ISO 13485 certified facility.

3.4 Portable Suction Unit with Battery Back-up
3.4.1 The portable suction unit should be of highly rugged and modern design as well as it should be very compact and handy.

3.4.2 The unit must have integrated oil free no maintenance piston pump ensuring high level of functionality and dependability as a professional suction unit.
3.4.3 Capacity :Minimum 30 LPM
3.4.4 The unit should be equipped with a vacuum gauge to show the vacuum level. The vacuum level should be adjustable from 0 to 630 mm. of Hg by means of a control knob.
3.4.5 The unit should be supplied with a 1000 ml. Auto-clavable polycarbonate collection jar with overflow safety valve that, during operation, should prevent any liquid or secretion from reaching and damaging the vacuum pump.
3.4.6 The device must have integrated built-in lead batteries allowing minimum 1 hour autonomous operation. The unit should be able to work on 12V DC and 240V AC.
3.4.7 The total weight of the unit should not be more than 5 Kg.
3.4.8 The unit should be supplied with its own wall fixture to rigidly fix the unit to the ambulance wall.
3.4.9 The fixture should be manufactured as an original equipment accessory by the manufacturer.
3.4.10 the device must comply with Medical Device Directives (93/42/EEC) having the CE mark along with the four-digit code from the certifying agency.
3.4.11 the device must be supplied with EN1789 compliant ambulance wall mount.
3.4.12 the device must be manufactured in an ISO 13485 certified facility.

3.5 Intubation Kit

The contents of the kit should include the following:
3.5.1 Laryngoscope Handle: 2 Nos.
3.5.2 Laryngoscope Blade: 3 nos. complete set- i.e Small, Medium and Large
3.5.3 Guedel airway set (0, 1, 2, 3, and 4) : 1 No.
3.5.4 Endotracheal Tube set: complete set- plain i.e. non cuffed and cuffed (6, 7, 8, 9)
3.5.5 Adhesive Tape : 1 No.
3.5.6 Laryngal Mask airways LMA :Proseal 3, 4, 5 Nos.

3.6 Emergency Kit

The contents of the kit should include the following:
3.6.1 Sphygmomanometer : 1 No.
3.6.2 Stethoscope : 1 No.
3.6.3 Oxygen bottle 0.5L: 1 no.
3.6.4 Oxygen pressure reducer : 1 No.
3.6.5 Connecting tube : 1 No.
3.6.6 Resuscitation Bag, Adult : 1 No.
3.6.7 Resuscitation Bag, Paediatric : 1 No.
3.6.8 Adult mask V : 1 No.
3.6.9 Paediatric mask III : 1 No.
3.6.10 Magill Forceps : 1 No.
3.6.11 Universal scissor : 1 No.
3.6.12 Tongue forceps : 1 No.
3.6.13 Tourniquet : 2 No.
3.6.14 Plastic penlight : 1 No.
3.6.15 Digital Thermometer : 1 No.

3.6.16 Disposable Delivery Kit : 1 No.
3.6.17 Glucometer : 1 No.

3.7 Scoop Stretcher

3.7.1 The stretcher should be designed allowing coupling and uncoupling of any of the ends and gently scoop up the patient using the two scoops of the stretcher.
3.7.2 The stretcher should be telescopic to accommodate the tallest patient and should be folded for compact storage.
3.7.3 The frame should be made of high quality anodized aluminum and blades should be made up of extruded aluminum.
3.7.4 The scooping blades should be fixed with aluminum frame by interposition of alloy fusions.
3.7.5 It should have an integrated handle to select the length of the distal part of the stretcher.
3.7.6 The scoop stretcher should be easily foldable in one swift movement.
3.7.7 It should have easy locking and unlocking nylon restraint belts to fix the patient to the stretcher.
3.7.8 The fixture should have two points of holding the stretcher but only one point of fastening. The fastening point should have a locking system operated by single hand with lockable twist with locking arrangement to protect any inadvertent use.
3.7.9 The device must comply with Medical Device Directives (93/42/EEC) having the CE mark along with the four-digit code from the certifying agency.
3.7.10 the device must be manufactured in an ISO 13485 certified facility.

3.8 Refrigerated Medicine Cabinet

3.8.1 The ambulance should be equipped with one mobile deep freezer running on 12V DC supply.
3.8.2 The capacity of the unit should be minimum 12L.
3.8.3 The freezer unit should be able to maintain internal temperature from +60°C to -5°C.
3.8.4 The unit should have adjustable temperature setting via two thermostats.
3.8.5 The unit should have minimal power consumption and the average power consumption should not exceed 75 Watt.
3.8.6 The device should be insulated with environment friendly cfc free polyurethane foam.
3.8.7 The device should have thermo-electric chip technology.
3.8.8 The empty weight of the unit should be 7.5±1 Kg.
3.8.9 The device should be supplied with a suitable mounting.

3.9 Spine Board

3.9.1 The spine board should be extremely rugged in construction and should be built from high quality material thereby avoiding splintering and cracking.
3.9.2 The surface should be impervious to body fluids and secretions and should be completely seamless to eliminate ingress of fluid.
3.9.3 It should have a firm surface for CPR & immobilization.

3.9.4 It should have compact dimensions for easy maneuvering and should have provision for cervical collars or head immobilizers. It should have easy underside allowing easy lifting access.
3.9.5 It should be x-ray translucent.
3.9.6 The device must comply with Medical Device Directives (93/42/EEC) having the CE mark along with the four-digit code from the certifying agency.
3.9.7 The device must be manufactured in an ISO 13485 certified facility.

3.10 Transport Ventilator (with sufficient battery backup)

3.10.1 Time-cycled, volume controlled and pressure limited emergency ventilator for the controlled ventilation of patients.
3.10.2 Compact dimension of the ventilator should not exceed 225x100x225 mm. (WxHxD) and the weight not exceeding 3.2 Kg. maximum.
3.10.3 The ventilator must have integrated handle for lifting and carrying by hands as well as quick latching to all common rail and pole profiles.
3.10.4 Ventilation Mode: IPPV / CMV
3.10.5 Ventilation Frequency: 4 to 54 per minute
3.10.6 Minute Volume: 3 to 20 LPM
3.10.7 I:E Ratio: 1:1.5 Fixed
3.10.8 Maximum Airway pressure: 25 to 60 Mbar
3.10.9 Oxygen Concentration: Approx 60% in Air Mix and 100% in No Air Mix Modes
3.10.10 Gas consumption of control: Not exceeding 1 LPM
3.10.11 Pressure Gauge Display: -10 to 80 mbar
3.10.12 both audible and visual alarms for Supply Pressure Low, Airway Pressure High and Airway Pressure Low
3.10.13 the device should be supplied with the ambulance mount complying to the same standard as the ventilator as well as manufactured as an OE by the manufacturer not any retrofit item from any other sources.
3.10.14 the ventilator must be vibration tested and certified as per MIL STD 810 F standard.
3.10.15 The device must be manufactured in an ISO 13485 certified facility.

3.11 Integrated Cardiac Monitor & Defibrillator cum Pacer

3.11.1The integrated unit should be manufactured as a 100% modular unit comprising of three physically modules for data acquisition, monitoring unit respectively.
3.11.2The modularity of the unit should allow the doctor / emt to monitor the patient uninterrupted through the wireless connection to the data module thereby completely avoids all the wires and cable clusters from the patient to the monitor.
3.11.3 The data module should have fixtures to be ergonomically connected below the patient platform of the stretcher so that all the cables and hoses from the patient are limited to the stretcher only, thereby increasing the patient safety.
3.11.4 There should be uninterrupted wireless networking between the two modules as if the two modules are physically connected although both function separately or even together if connected physically.
3.11.5 Monitoring unit should have minimum 8.4” crystal clear TFT display to display up to 6 waveforms and all measured values of the vital parameter.

3.11.6 The monitoring unit should have a built-in thermal array printer for 100mm. wide paper with up to six simultaneous waveforms.
3.11.7 The data module should have the facility to provide 12 Lead Diagnostic Quality ECG as well as monitoring quality ECG, SpO2, and NIBP as the basic functions.
3.11.8 The data module should be up-gradable to have CO2 (Mainstream for both intubated and non-intubated patients), 2-Channel Temperature and up to 4-Channel IBP to ensure intensive care level of monitoring for the clinicians tracking the patient
3.11.9 The monitor should be available to the clinicians as a palm top screen not weighing more than 3kgs and should be IP 54 compliant.
3.11.10 the data module should not weight more than 1.5 Kg.
3.11.11 Both the modules should have integrated batteries inside each but when connected both the batteries should work like one battery bank source ensuring equal usage for both the batteries through intelligent battery management system.
3.11.12 the device should be supplied with the ambulance mount complying to the same standard as the ventilator as well as manufactured as an OE by the manufacturer not any retrofit item from any other sources.
3.11.13 the complete unit as well as both the modules must be vibration tested and certified as per EN 1789, RTCA standard.
3.11.14 the device must be manufactured in an ISO 13485 certified facility.

4 Rescue Tools:

4.1 12" Wrench, Adjustable, Open-end
4.2 12" Screw Driver Standard Square Bar
4.3 8" Screw Driver Philips Head #2
4.4 Hacksaw with 12" Carbide Wire Blade
4.5 Vice Grip Pliers 10"
4.6 5 lb Hammer with 15" Handle
4.7 Fire Axe Butt, 24" Handle
4.8 Wrecking Bar with 24" Handle
4.9 51" Crowbar Pinch Point
4.10 Bolt Cutter with 1" tip 1-1/4” jaw opening
4.11 Folding Shovel Pointed Blade
4.12 Tin Snips, Double Action 8" minimum
4.13 Gauntlets, Reinforced Leather covering past mid fore arm: One pair
4.14 Rescue Blanket
4.15 Ropes 5400 lbs Tensile Strength in 50' length in protective bags
4.16 Mastic Knife (able to cut seat belt webbings)
4.17 Spring Load centre punch
4.18 Pruning Saw
4.19 Heavy Duty 2"x4" and 4’X4" shoring cribbing blocks, various lengths

5. Additional Communication System to be provided in ALS Ambulance:

5.2 GPS and Vehicle Tracking Facility.

Annex 1I

ELIGIBILITY CRITERIA (TECHNICAL BID):

1. Experience to supply at least 10 Ambulance (ALS) in PSU/Public/Pvt./State govt./Central govt. institutions/hospitals on pan India basis.

2. A minimum turnover of Rs. 05 crore during the last three years, ending 31st March of the previous financial year i.e. 2015 -16, 2016-17 & 2017-18.

3. Declaration to comply with all applicable laws and practices regarding delivery, registration and insurance etc of fully equipped Ambulance (ALS) in Chandel and Balangir.

LIST OF DOCUMENTS TO BE ATTACHED WITH ONLINE TENDER:

1. Minimum 03 satisfaction certificates from different entities pertaining to the successful supply of Ambulance (ALS) on Pan India.
2. Copies of Audited Balance Sheet in support of Turnover for Financial Year 2015-16, 2016-17 & 2017-18.
3. Copy of ITR for the financial year 2015-16, 2016-17 & 2017-18.
4. Copy of Company registration certificate, GST registration & Pan Card.
5. If MSME, copy of registration certificate/document.
6. Authority letter authorizing signatory of applicant to sign the application and other documents from time to time.
7. Wherever relevant for all the important medical equipments as well as ambulance accessories from any third party sources apart from the bidder the original manufacturer's name and brand must be specified in the bid document supported by adequate technical detailing and explanation. The customer may request for specific additional technical information if it wishes so and in all such cases the bidder must provide the requested details failing to which the bid will be treated as technically non-responsive.
8. The bidders must indicate in their bid the supply and manufacturing sources for the various Materials as well as the ambulance equipments and enclose necessary documents to this effect.
9. In case of all the ambulance equipments and other general devices the bidders must enclose detailed product brochures.
10. All the necessary quality standard certificates for the medical equipments and other devices as applicable as per the tender specifications must be enclosed in the bid, without which the bid will be treated as technically non-responsive. In addition, the bidders shall also provide the Annual maintenance contract (minimum one year) of all medical equipments in the ambulance.
11. The authority at its own discretion may appoint departmental / independent surveyor during the tender evaluation process to judge the capacity and technical abilities of the

suppliers of the bidders to deliver a product including the appropriateness of various processes, engineering, manufacturing ability of the vendors and suppliers of the bidder. Hence detailed and descriptive drawings, photographs, pictures, drafts, concept sketches, samples should form the part of the bid.

12. All the bidders must enclose complete documentary data to indicate that the products offered by them, is in compliance with the specifications.
13. The bidder shall also arrange the display of fully loaded Advance Life Support Ambulance for the inspection of NHDC for which the dates shall be communicated separately.
14. The supplier of the Medical Equipments must have a minimum experience of 2 years in the supplies of medical equipments and after sales.
15. The Demand Draft of Tender fee of Rs. 5,000/- and Earnest money deposits for Rs.5,00,000/- (Rupee Five Lakh Only) shall be accompanied with the tender document. Please note that the tender Number, its due date and complete address of the firms should also be written **on the back side of the Demand Draft so as to ensure its safe** return to the unsuccessful or successful bidders as the case may be.
16. **The authority letter of the Principles (Original manufactures) where-ever applicable**. The Authority letters should be latest and provision of fake/false authority letters will be considered an offence and such supplier shall be blacklisted for providing any supplies in Manipur and Odhisa.
17. **Non- Blacklisting Declaration**: The bidder shall furnish a non-black listing certificate that the firm has not been blacklisted in the past by any Govt./ Private institution.
18. **The item wise technical specification compliance statement with detailed catalogues of the product** should be provided by the bidder.

OTHER TERMS AND CONDITIONS

1. **Your Offer should be valid for at least 90 days from the due date specified. It should be** inclusive of all costs and charges including registration/ Insurance/ delivery etc. Quantum and amount of Taxes must be mentioned therein. Tender should be signed by authorised signatory/agent with stamp/ seal of the Firm/Company.
2. It may be noted that once the order is accepted, you will be bound to execute it within the period specified and no request for increase in rate subsequently nor any excuse for not executing the order on account of non-availability of paper will be entertained. We shall not pay any advance against our order, to whomsoever it is eventually awarded.
3. The rates should be quoted for the item/items as per the specifications mentioned in our enquiry/as per the specimen.
4. If after the item is delivered, it is discovered that the material supplied/used, is not exactly according to our specification/quality stipulated, EMD will be forfeited.
5. NHDC reserves its right to reject any/all Tenders, without assigning any reasons for cancellation at any stage.
6. Only those Bidders who fulfill the Eligibility Criteria are eligible to respond to the TENDER. Offers received from the Bidders who do not fulfill any of the Eligibility Criteria will be rejected.
7. Declaration to comply with all applicable laws and practices regarding delivery, registration and insurance etc of fully equipped Ambulance (ALS) in Chandel and Balangir.
8. In case of any authority found forged/tampered, the firm is likely to face legal action against them under rules including forfeiture of their earnest money.
9. The tender documents should be page marked and bearing signature with seal on each and every
10. The rate quoted must be F.O.R. of Chandel (Manipur) and Balangir (Odhisa)"
11. The bidder supplying indigenous goods or already imported goods shall quote in Indian Currency only.
12. Tender where prices are quoted in any other way shall be treated as non-responsive and rejected.
13. The rates quoted should be inclusive of all taxes, duties, other charges like packing, forwarding etc. including entry tax, if any. No separate Tax/ Levies will be allowed. The rates should be quoted in accordance with the enclosed Price Schedule showing all components of charges. Rates Quoted should be typed and free from fluiding/cutting and overwriting.

14. Details of documents enclosed with the tender forms should be mentioned in Proper Index serial wise duly flagged on the front page of your tender.
15. The document submitted by the firm with the tender will be opened in public in the presence of bidders/representatives of the firms and the officers opening the tender will sign the tender documents.
16. All the documents attached with the tender should be signed and sealed by the bidder itself.
17. No conditional tender shall be accepted. The NHDC reserves the right to accept or reject any tender/ quotation without assigning any reasons thereof.
18. If the delivery is not effected on due date, the **"NHDC"** will have the right to impose penalty of the total cost of the supply order as under:

In case of any delay in delivery of Ambulance fully loaded with Medical Equipment within the period stipulated in the supply order, ***liquidated damages*** *at the rate of 0.50% of the order value per day of delay or part thereof, subject to a maximum of 5% of the order value shall be recovered from the party.*

19. Rates should be quoted for the superior quality material only with Nomenclature/catalogue with submission of samples (wherever required) duly marked with seal & signature of the firms.
20. In case any Bidder charges higher rates for any item (items) more than the MRP, the action like forfeitures of earnest money/security money/ performance bank guarantee and removal of name from the list of the supplier shall be taken against the firm.
21. The Successful bidder are bound to supply the material on the rates once quoted by them and approved by the NHDC. However in the event of any revision in the existing rates of duties or introduction of any statuary duty and taxes imposed by the Government, the same will be paid extra on production of satisfactory documentary proof.
22. The approved supplier shall carefully examine the conditions, specifications, size, make and Catalogue/drawings etc. of the goods to be supplied wherever applicable. In case of any doubts, he shall before signing the contract refer to **"NHDC"** and get clarifications.
23. If in any case it is noticed that any manufacturer, firm, authorized dealer, approved supplier or any other agency is supplying item of similar specification lower cost than that of bidder and approved as per this tender notice, the firm should have to make the supplies at such lower rates and excess amount if any paid for supplies already made shall be recovered in lump sum.
24. If at any stage during the tenure of the tender the successful bidder reduces the sales price lower than the quoted rates under agreement will forthwith notify such reductions of the sale price to the undersigned immediately.
25. **All terms** and conditions of tender notice shall conform part of the supply order/agreement.
26. **Warranty:** The Bidders are required to provide the warranty of equipment as per their terms & conditions and three years extended CMC thereafter from the date of supply of the fully loaded Advance Life Support Ambulance and its successful operation at required site at Manipur and Odhisa. The details of AMC and CMC after the warranty period shall be mentioned separately for next three years. Any condition mentioned against each item in the list of items in tender document shall also be the part of the terms & conditions.
27. Warranty on Vehicle as well as the in-built equipment shall be provided by the Vendor for which an agreement shall be executed.

28. The rate contract shall remain valid for a period of one year from the date of its issuance which can be extended for a period of 90 days or till such time the new rate contract is issued, whichever is earlier.
29. The successful bidder should ensure immediate supplies if supply order is placed on them and they are bound to supply material strictly as per the conditions approved by the NHDC. If at any stage it is found that material supplied by the firms is not according to, as approved by the NHDC, the ACTION AS DEEMED FIT WILL BE TAKEN AGAINST THE FIRM.
30. The successful bidder shall be responsible for execution of the supplies strictly in accordance with the contract in full and shall not in any case assign or sublet any part thereof. Suitable penalty up-to 10% of the total value of a contract shall be imposed for any deviation from contractual obligation on merits of each case, besides forfeiture of Earnest moneyor even black listing of the suppliers/ firms/ dealers/original manufacture.
i) If in case the bidder fails to supply the material within the delivery period or extended delivery period as approved by NHDC under penalty clause of Liquidated damage, the order will be liable to be treated cancelled and earnest money will be forfeited.
ii) The Successful bidder who fails to supply material according to the specifications of the material as specified in supply order and as per the sample approved by NHDC, the earnest money shall be forfeited and the firm will be debarred for participating in future tenders of this Institute.
31. **"NHDC"** shall also be competent to alter/ modify the specifications of any item/ items for purchasing in the best interest during the process of finalization/ Placement of supplier order.
32. All the medical equipment supplied and installed in the Ambulance shall be of the best quality, specification, trade mark and in accordance with the approved standards, catalogue, samples if provided. In case of any articles supplied not being approved, same shall be liable to be rejected or replaced and any expenses as a result of rejection or replacement of supplies, shall be entirely at the cost of bidder.
33. The bidder shall be responsible for the proper packing, so as to avoid damage under normal conditions of transport by rail, road or air and delivery of ALS Ambulance in good condition to the consignee at the destination i.e. Manipur and Odhisa. In the event of any loss, damage, breakage, leakage or any shortage, the bidder shall be liable to make good such loss and shortage found at the checking/ inspection/ verification of the materials by the consignee, no extra cost on such account shall be admissible.
34. In case of failure of **L1** to execute the supplies the supply order shall be placed with **L2** and the cost of difference shall be recovered from the **L1.**
35. In case of any dispute/ difference or doubts between the purchasing officer and the approved suppliers arises; the orders of the **"Managing Director, NHDC"** shall be final.
36. Legal proceedings that may arise at any time shall be subject to the jurisdiction of **Greater Noida** only.
37. The payment shall be made to the supplier after the receipt/ verification of the fully loaded Advanced Life Support Ambulance as per the laid down specifications.
38. **90% payments** shall be made after receipt of Advanced Life Support Ambulance and its inspection report by **NHDC** for the purpose. Balance Payment of **10%** shall be made after successful operation of the ambulance and allied equipment after **three months.**
39. Any other condition that is not indicated here can be incorporated in the supply order or agreement before execution of a contract if need be.

40. No separate conditions will be accepted and the conditional tenders will be out-rightly rejected.
41. **"NHDC"** is competent and reserves the right to consider, ignore, or reject any tender at any stage without assigning any reason what so-ever.
42. All the ingredients of the Checklist and General instructions incorporated shall be treated as a part of conditions of the contract.
43. The rates should be quoted against each item of the tender in both words and figures without cutting, tampering and transparent tape should be applied on quoted rates.
44. In the event of any of mentioned dates being declared as holidays/closed day for the NHDC, the tenders will be received/opened on the next working day at the appointed time.
45. The tender document is non-transferable.

(Signature with Seal)
(Of the bidder in acceptance)

Annex III

FINANCIAL BID

Sub: Tender for Procurement of 02 nos of Advanced Life Support Ambulance

Description : Ambulance (ALS)		
Estimated Quantity : 02 nos		
S. No.	**Particulars**	**Amount (Rs.)**
1	**Procurement cost including delivery, registration, insurance charges etc.**	
2	**Taxes/duties, as applicable**	
3	**Total Cost (including applicable Taxes/Duties)**	

The above rates are submitted as per your specification. We are aware that if the tenders are not submitted in the prescribed format the same are liable for rejection.

AUTHORISED SIGNATORY

Annex 1V

Format of Bank Guarantee for Earnest Money Deposit (EMD)

BG No.

Date:

1. In consideration of you, National Handloom Development Corporation Ltd., A Government of India Undertaking, Ministry of Textiles, Wegmans Business Park, 4th Floor, Sector Knowledge Park – 3, Surajpur Kasna Road, Greater Noida- 201306 (hereinafter referred to as the

   "Authority" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) having agreed to receive the proposal of **[Name of company]**, (hereinafter referred to as the

   "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its successors and assigns), for Procurement of 02 nos of Advanced Life Support Ambulance for [name of assignment] pursuant to the TENDER Document dated [date] issued in respect of the Assignment and other related documents including without limitation the draft work order for services (hereinafter collectively referred to as "Documents"), we [Name of the Bank] having our registered office at [registered address] and one of its branches at [branch address] (hereinafter referred to as the "Bank"), at the request of the Bidder, do hereby in terms of relevant clause of the TENDER Document, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the TENDER Document by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Authority an amount of Rs. [in figures] ([in words]) (hereinafter referred to as the "Guarantee") as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder shall fail to fulfill or comply with all or any of the terms and conditions contained in the said TENDER Document.

2. Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfillment and compliance with the terms and conditions contained in the TENDER Document shall be final, conclusive and binding on the Bank. We, the Bank, further agree that the Authority shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfillment and compliance with the terms and conditions contained in the TENDER Document including, Document including without limitation, failure of the said Bidder to keep its Proposal valid during the validity period of the Proposal as set forth in the said TENDER Document, and the decision of the Authority that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any court, tribunal, arbitrator or any other authority.

3. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Authority is disputed by the Bidder or not, merely on the first demand from the Authority stating that the amount claimed is due to the Authority by reason of failure of the Bidder to fulfill and comply with the terms and conditions contained in the TENDER Document including without limitation, failure of the said Bidder to keep its Proposal valid during the validity period of the Proposal as set forth in the said TENDER Document for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs. [in figures] ([in words]).

4. This Guarantee shall be irrevocable and remain in full force for a period of 90 (Ninety) days from the Proposal Due Date and a further claim period of thirty (30) days or for such extended period as may be mutually agreed between the Authority and the Bidder, and agreed to by the Bank, and shall continue to be enforceable until all amounts under this Guarantee have been paid.

5. The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.

6. In order to give full effect to this Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said TENDER Document or to extend time for submission of the Proposals or the Proposal validity period or the period for conveying of Letter of Acceptance to the Bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said TENDER Document by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said TENDER Document or the securities available to the Authority, and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

7. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.

8. We undertake to make the payment on receipt of your notice of claim on us addressed to [Name of bank along with branch address] and delivered at our above branch which shall be deemed to have been duly authorized to receive the said notice of claim.

9. It shall not be necessary for the Authority to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Authority may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

10. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.

11. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

12. For the avoidance of doubt, the Bank's liability under this Guarantee shall be restricted to Rs. [in figures] ([in words]). The Bank shall be liable to pay the said amount or any part thereof only if the Authority serves a written claim on the

Bank in accordance with paragraph 8 hereof, on or before [date].

Signed and Delivered by [name of bank]

By the hand of Mr. /Ms. [name], it's [designation] and authorized official.

(Signature of the Authorized Signatory)

(Official Seal)

Notes:

- The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Guarantee.
- The address, telephone number and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter of issuing Branch.

Annex V

Format of Bank Guarantee for Performance Security

National Handloom Development Corporation Ltd,
Wegmans Business Park,
Tower 1, Sector Knowledge Park – 3,
Surajpur Kasna Road, Greater Noida – 201306
(With due stamp duty if applicable)

OUR LETTER OF GUARANTEE No. : _____

In consideration of National Handloom Development Corporation Ltd, having its office at Greater Noida– 201 306 (INDIA) (hereinafter referred to as "NHDC" which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having entered into an agreement dated _____/issued Purchase Order No. _____ dated _____ with/on M/s _____ (hereinafter referred to as "The Service Provider" which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Service Provider having unequivocally accepted to supply the materials as per terms and conditions given in the Agreement dated _____ /Purchase Order No. _____dated _____ and NHDC having agreed that the Service Provider shall furnish to NHDC a Performance Guarantee for the faithful performance of the entire contract, to the extent of 10% (Ten percent) of the value of the Purchase Order i.e. for _____.

We, _____ ("The Bank") which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. _____ in your favour for account of _____ (The Service Provider) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase Order.

Hereby, we undertake to pay up to but not exceeding _____(say _____only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount claimed is due by reason of the Service Provider having failed to perform the Agreement and despite any contestation on the part of above named Service Provider.

This guarantee will remain in force up to date of validity and any demand in respect thereof should reach the Bank not later than the specified date/dates. However, notwithstanding anything else contained to the contrary in this Guarantee, if the service provider does not submit the fresh performance bank guarantee till 15 days before expiry of this performance bank guarantee, the Purchaser may either forfeit the guarantee or ask the Bank to extend validity of the Bank Guarantee. In the latter situation, the Bank shall comply with such a request of extension.

_____

Authorized Signature

Manager Seal of Bank

Annex V1

Instructions to Bidders for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app.

1. REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.

2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

2. SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail

in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

3. PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or ‘’Other Important Documents’’ area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

4. SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

5. ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.